

Role Description – ECM User ID Administration Lead**INTRODUCTION**

The FSA Enterprise Change Management (ECM) User ID Administration Lead (Hereafter User ID Admin) aids ECM Tool Users in obtaining the ECM Tool User ID and Passwords that are required to access the ECM Tool.

The User ID Admin handles sensitive FSA User ID Request Forms and ushers them through the required process while communicating the status of the progress to the applicants in the ECM User Community. The ECM User Community is comprised of 3 “ECM User Groups” which include Application Teams, Data Centers and Other FSA Stakeholders. The ECM Tool allows each of these User groups to participate in the coordination and efficient implementation of technical Change Requests (CRs).

The User ID Admin’s primary objectives are to:

1. Provide guidance and support to ECM Tool User ID Requestors in obtaining ECM User IDs
2. Ensure that ECM User ID Requests are processed in a timely manner and status is clearly communicated affected parties

JOB SUMMARY

The User ID Admin Lead is an expert in obtaining User IDs and draws on that expertise to provide guidance to ECM User ID Requesters. The User ID Admin works with the ECM Training Lead and other ECM Roles to determine which new users require assistance with the process. When Requestors need assistance, the User ID Admin will:

- Provide the User the ECM Tool User ID Request Form
- Collect the ECM Tool User ID Request Form from the Requestor
- Track the Request Form through the Process and ensure it’s ultimate success
- Work with Requestors to avert logjams, bottlenecks and other costly delays
- Work with FSA HR to ensure that all security standards are upheld

The following documentation is used by the User ID Admin to accomplish their responsibilities:

1. FSA ECM Tool User ID Creation Process
2. FSA ECM Tool User ID Request Forms
3. ECM Tool User Tracking Spreadsheet
4. ECM Tool & Process Training/Orientation Briefing
5. ECM Tool User’s Guide
6. ECM Infrastructure Process Guide
7. ECM Training Attendance Tracking Spreadsheet

RESPONSIBILITIES

| Category | Responsibilities |
|-----------------------|---|
| Process Understanding | <ul style="list-style-type: none">• Gain a high-level understanding of the ECM User ID process, practices and techniques for successful outcomes• Gain a deep understanding of the User ID process |

Role Description – ECM User ID Administration Lead

| Category | Responsibilities |
|------------------------------------|--|
| ECM Tool Use | <ul style="list-style-type: none"> Obtain and maintain ECM User Status Learn to use the ECM Tool to submit and track CRs |
| Process Management | <ul style="list-style-type: none"> Continually handle requests as they arise Provide the User the ECM Tool User ID Request Form Collect the ECM Tool User ID Request Form from the Requestor Track the Request Form through the Process and ensure it's ultimate success Work with Requestors to avert logjams, bottlenecks and other costly delays Work with FSA HR to ensure that all security standards are upheld Take Received ECM Tool Request Forms to FSA HR within 2 Days of receipt Follow-up with FSA HR & the Requester Track and report ECM User ID Creation developments Continually review and update/maintain ECM Tool User Tracking Spreadsheet |
| Process Tracking and Communication | <ul style="list-style-type: none"> Capture and report suggestions and feedback from requesters Track and report Outcomes of User ID Creation Communicate with Project Managers & FSA Team Leads to ensure buy-in and cooperation of Application Team Members |

COMPETENCIES AND SKILLS

- **Communication Skills** – Need to be clear and concise, both in written and oral communications
- **Subject Matter Expert** – Be able to answer the User community's questions as they arise, including questions about the ECM User ID process.
- **Project Management Skills** – Estimate and track level of effort (weekly and ad hoc), monitor progress (Users Added/removed) and keep effort running efficiently
- **Problem Solving** – Identify and explore different approaches to achieving primary User ID Admin objectives and select the approach that is most appropriate
- **Attention to Detail** – Be thorough, consistent and detailed in managing documentation and tracking spreadsheet
- **Follow Through/Responsiveness** – Respond to all communications in a timely fashion
- **Availability** – Be able to allocate a defined percentage of time to the ECM User ID Admin role